About the Document

name	**PC-HR-1850-M. Front Desk Service Agreement**
owner	HR
access & use	Restricted to HR
what it is	Contractual Agreement that includes guidelines, protocols and procedures to be followed by staff who provide front line and reception services. The Agreement is used to: ◆ Educate staff on the protocol and service levels required for performing front line and reception duties. ◆ Obtain signed confirmation of their understanding and agreement to abide by the terms outlined in the Agreement.
who uses it	HR
used with	As addendums to: ◆ Employment agreements ◆ Job descriptions

Working with the Document

◆ Gray shaded form fields are input placeholders. To replace the text in these form fields, click **ONCE** on the field and type your new content.

Instructions

1. Save a copy of the template to your working directory. Include the incumbent's name in the file name.

2. Read the entire Agreement to ensure that all sections are applicable to the employee. Make adjustments as necessary.

3. In the **Acknowledgement** section, replace the shaded form field with the incumbent's name.

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Document Owner: HR

Last Updated: <insert date>

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